

June 29, 2012

To: Executive Board

Subject: **May Performance Indicators Report**

Recommendation

Receive and file the May 2012 Performance Indicators Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded for May 2012 was 1,238,863. This is almost on par to the May 2011 ridership.
- **Fare Revenue** – Total fare revenue for May 2012 was \$1,548,657, resulting in an average fare of \$1.25 per boarding. This is an improvement of 9.17 percent above May 2011 revenue levels.
- **Operating Expenses** – Total operating expenses for May 2012 were \$5,269,087 resulting in an average cost per service hour of \$91.75.
- **Accidents** – There were six preventable accidents in May 2012, producing an average of 0.54 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 10.74 complaints per 100,000 boardings for May. This is an increase of 6.25 percent from the May 2011 figures.
- **Schedule Adherence** – This month, 80.3 percent of all trips surveyed were on-time. This is a reduction of 6.30 percent when compared to April 2011.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in May 2012 were 1,238,863. This reflects flat ridership when compared to May 2011 figures. Year-to-date boardings were 12,772,646. This also represents relatively flat ridership with a slight decrease of 0.22 percent from the FY 2011 figure.

Year-to-date fare revenues reflect a 5.82 percent increase above the FY 2011 totals. Revenues in May 2012 were \$1,548,657 million, representing a nine percent increase over May 2011.

Total expenditures for the month were \$5.3 million, which is a slight decrease of 0.26 percent over May 2011 expenditures.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In May 2012 there were six preventable accidents, producing an average of 0.54 preventable accidents per 100,000 miles for the month. This is a decrease of three preventable accidents from the May 2011 figure. Year-to-date accidents are averaging 0.48 preventable accidents per 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In May a total of 10.74 complaints per 100,000 boardings were recorded. This is an increase of seven percent from May 2011. Of the 134 complaints received during the month, 76 were related to schedule adherence. There were also 48 complaints related to operator courtesy, five related to safety, and four related to fares. The agency also received 11 compliments for the month.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In May 2012 the agency achieved an average of 80.3 percent on-time performance on all lines. This is below the performance target of 90 percent and reflects a decrease of six percent below May 2011 figures. Current year-to-date figures reflect an improvement of 2.64 percent.

Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 38 seconds during May 2012 is below the performance target of 50 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In May, Foothill Transit averaged 36,049 miles between service interruptions. This is above the fiscal year target of 15,000 miles. Year-to-date average miles between service interruptions are currently 32,223 which is less than one percent lower than the previous fiscal year.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 21.6 boardings per vehicle service hour in May 2012. This represents a decrease of one percent from the May 2011 figure. The 57,432 service hours operated during the month are above the period in the previous fiscal year due to the additional week day of service operated in May 2012.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In May 2012, the agency averaged 48,768 boardings per weekday. This figure reflects a decrease of two percent from May 2011 average weekday boardings. Year-to-date average weekday boardings are currently less than one percent lower than those in the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in May 2012 was \$91.75. This is a decrease of 1.88 percent from the May 2011 figure. While the year-to-date cost per hour figure of \$90.89 shows an increase of two percent over the previous fiscal year, it is still below the performance target of \$96.27.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

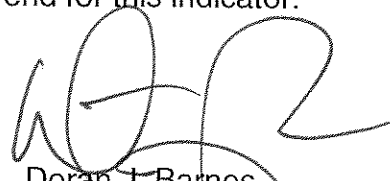
The May 2012 farebox recovery ratio was 29.39 percent. This is a 9.6 percent increase from the May 2011 figure and higher than the performance target of 25.96 percent. For the fiscal year, farebox recovery ratio is currently tracking at 29.98 percent and represents an improvement of 3.24 percent over the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



LaShawn King Gillespie
Director of Planning



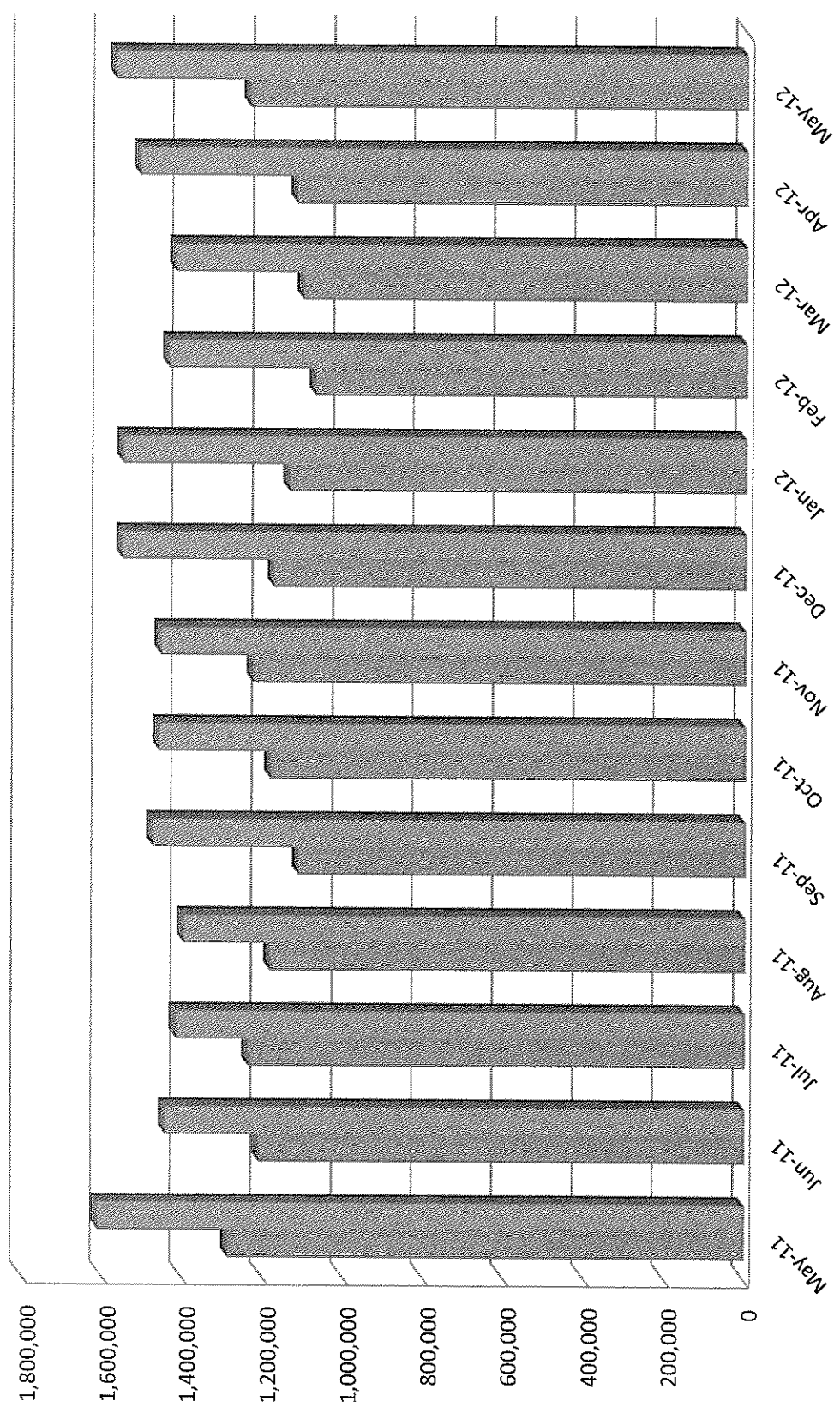
Doran J. Barnes
Executive Director

Attachment A: Key Indicators Report
May-12

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,238,863	N/A	1,237,173	0.14%	N/A	12,772,646	N/A	12,800,478	-0.22%
	Vehicle Service Hours		57,432	N/A	56,500	1.65%	N/A	616,294	N/A	614,902	0.23%
	Total Fare Revenue	B	\$1,548,657	N/A	\$1,416,701	9.31%	N/A	\$16,791,983	N/A	\$15,868,665	5.82%
	Total Operating Expense		\$5,269,087	N/A	\$5,282,745	0.26%	N/A	\$56,014,690	N/A	\$54,647,501	-2.50%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.54	X	0.82	53.27%	0.80	0.48	X	0.42	-11.09%
	Complaints per 100,000 Boardings	D	10.74		10.10	-6.25%	7.5	10.58		8.75	-20.89%
Provide Outstanding Customer Service	Schedule Adherence	E	80.3%		85.7%	-6.30%	90%	84.6%		82.5%	2.64%
	Average Hold Time	F	0:38	X	0:26	-46.15%	0:50	0:31	X	0:26	-19.17%
	Average Miles Between Service Interruptions	G	36,049	X	34,178	5.48%	15,000	32,223	X	32,404	-0.56%
	Boardings per Vehicle Service Hour	H	21.6	X	21.9	-1.37%	20.0	20.7	X	20.8	-0.48%
Operate an Effective Transit System	Average Weekday Boardings	I	48,768	X	49,843	-2.16%	44,000	46,155	X	46,489	-0.72%
	Average Cost per Vehicle Service Hour	J	\$91.75	X	\$93.50	1.88%	\$96.27	\$90.89	X	\$88.87	-2.27%
Operate an Efficient Transit System	Farebox Recovery Ratio	K	29.39%	X	26.82%	9.60%	25.96%	29.98%	X	29.04%	3.74%

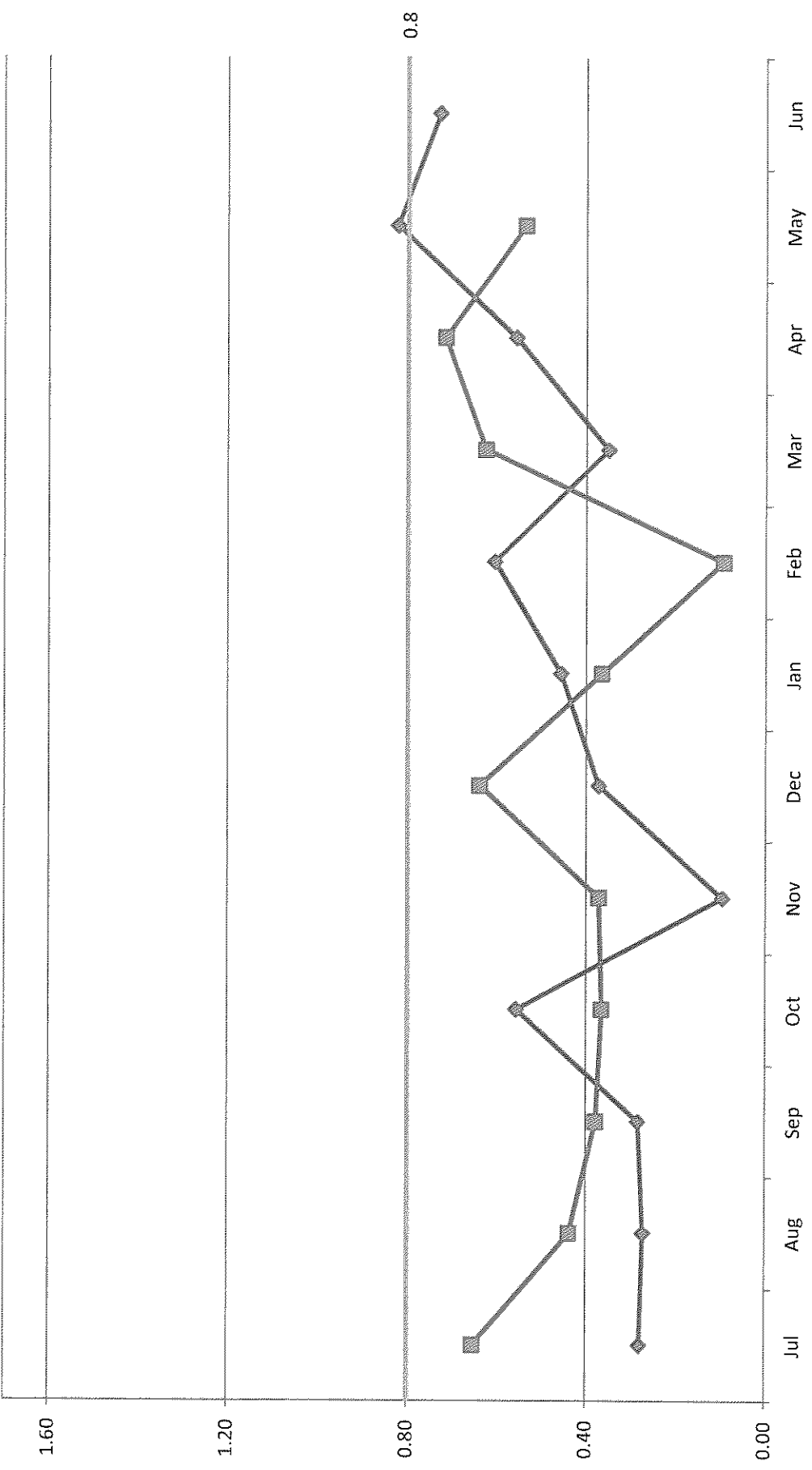
Attachment B

Attachment B: Total Boardings vs. Total Revenues

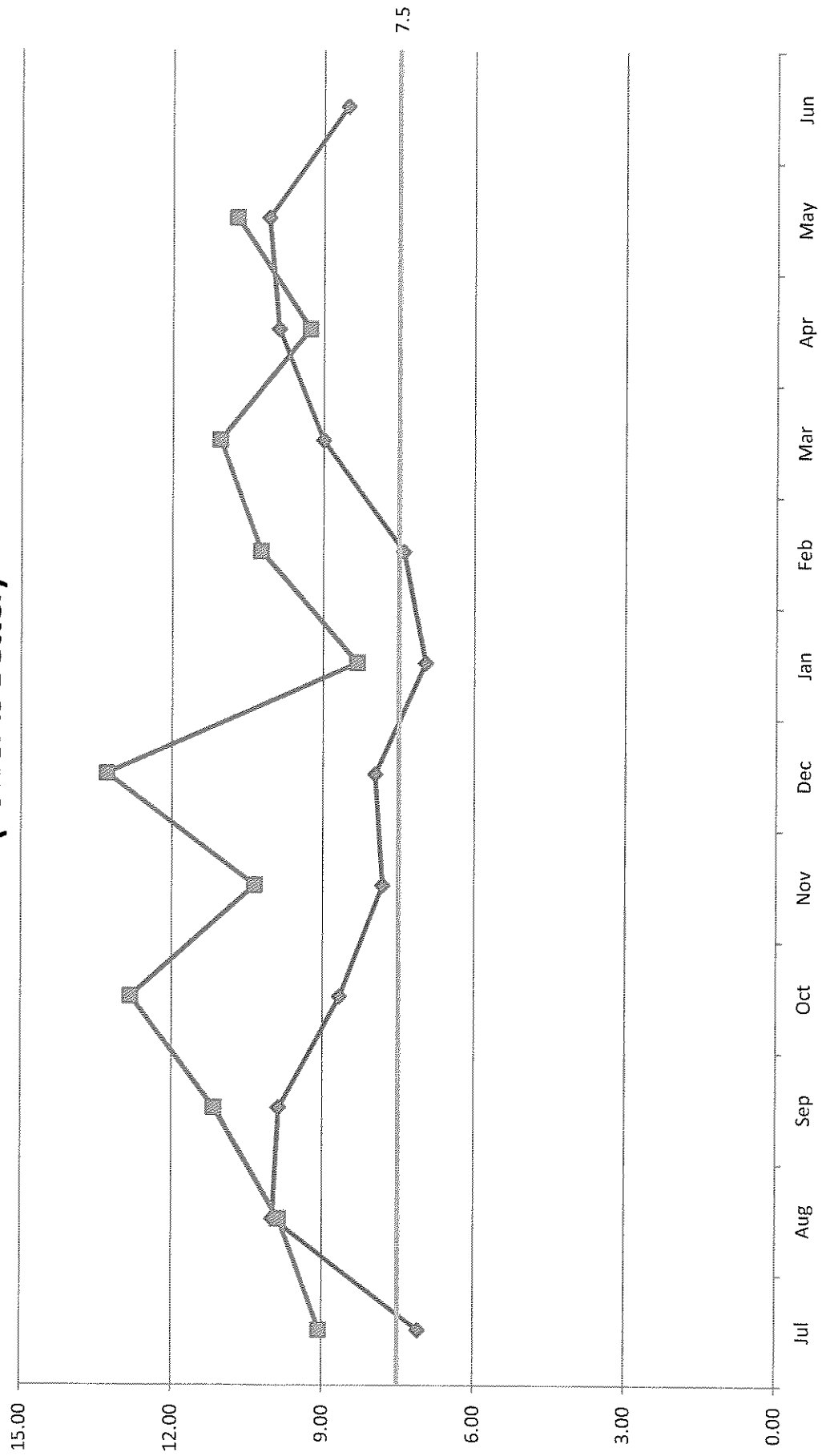


	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12
Boardings	1,286,836	1,211,253	1,237,173	1,184,577	1,113,810	1,184,282	1,226,855	1,177,187	1,138,768	1,075,173	1,105,137	1,121,948	1,238,135
Revenues	\$1,612,858	\$1,443,604	\$1,416,701	\$1,398,192	\$1,474,901	\$1,460,808	\$1,455,796	\$1,553,731	\$1,551,750	\$1,437,850	\$1,420,704	\$1,511,667	\$1,572,799

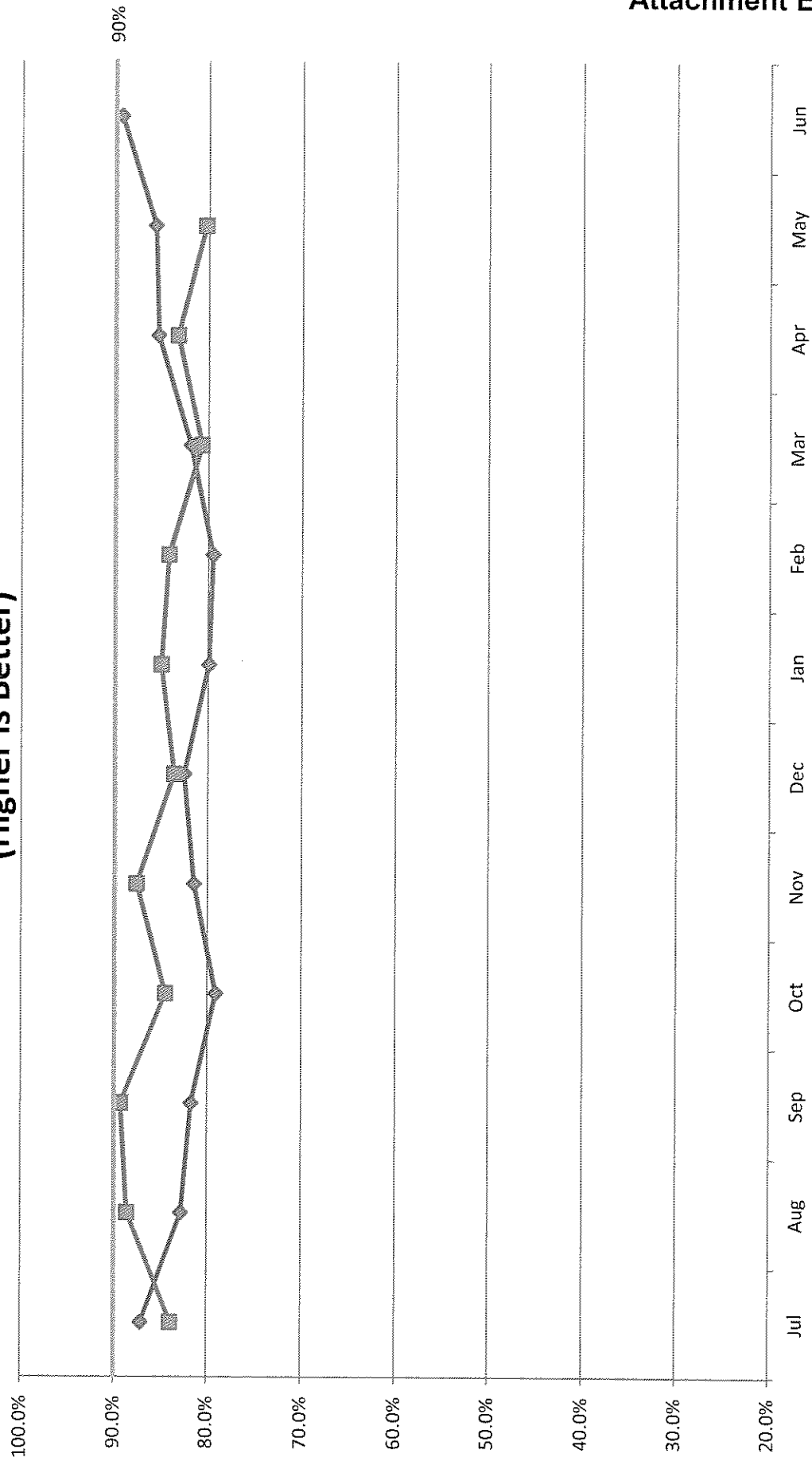
Attachment C: Preventable Accidents per 100,000 Miles
(Lower is Better)



Attachment D: Complaints per 100,000 Boardings (Lower is Better)

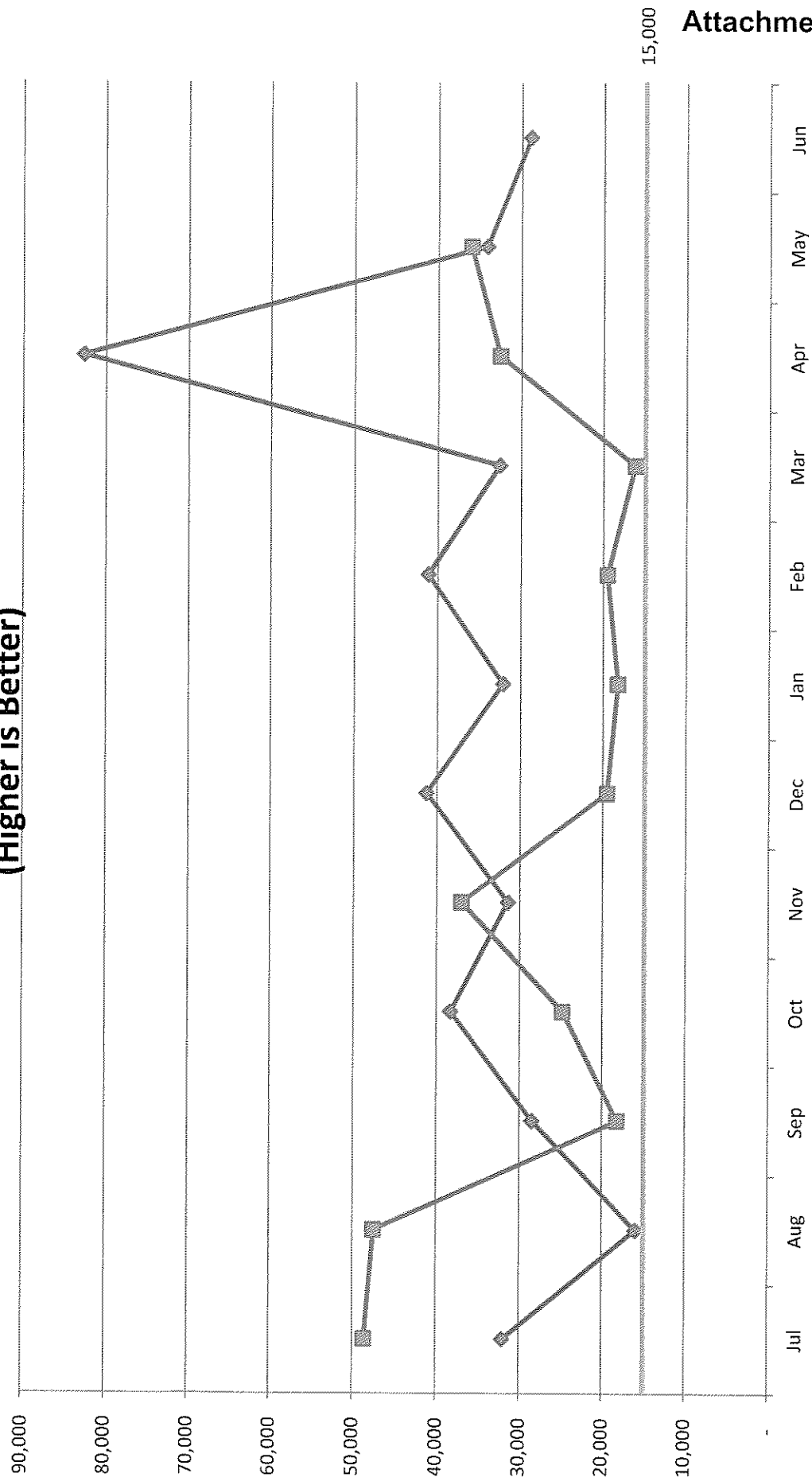


Attachment E: Schedule Adherence (Higher is Better)

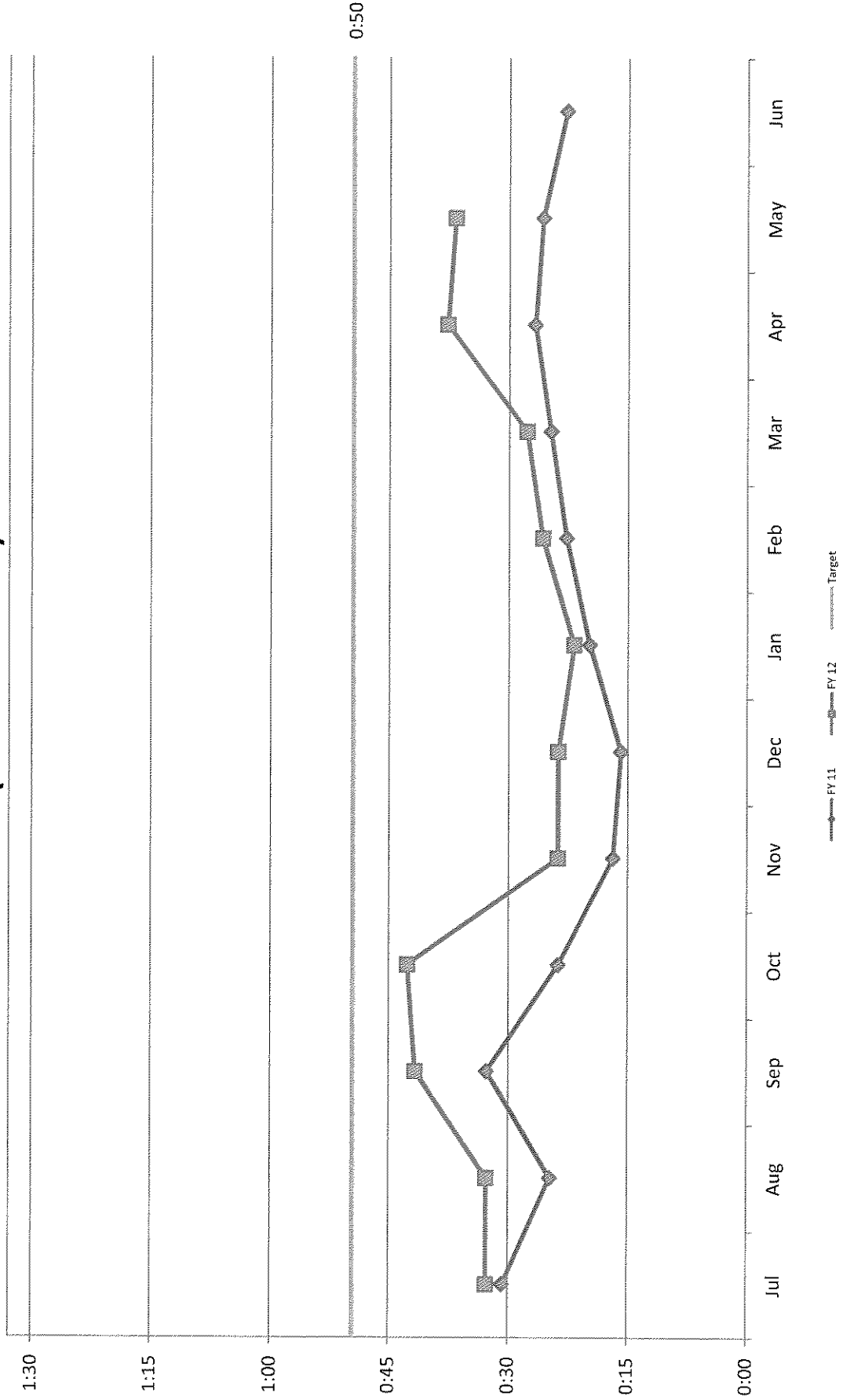


Attachment E

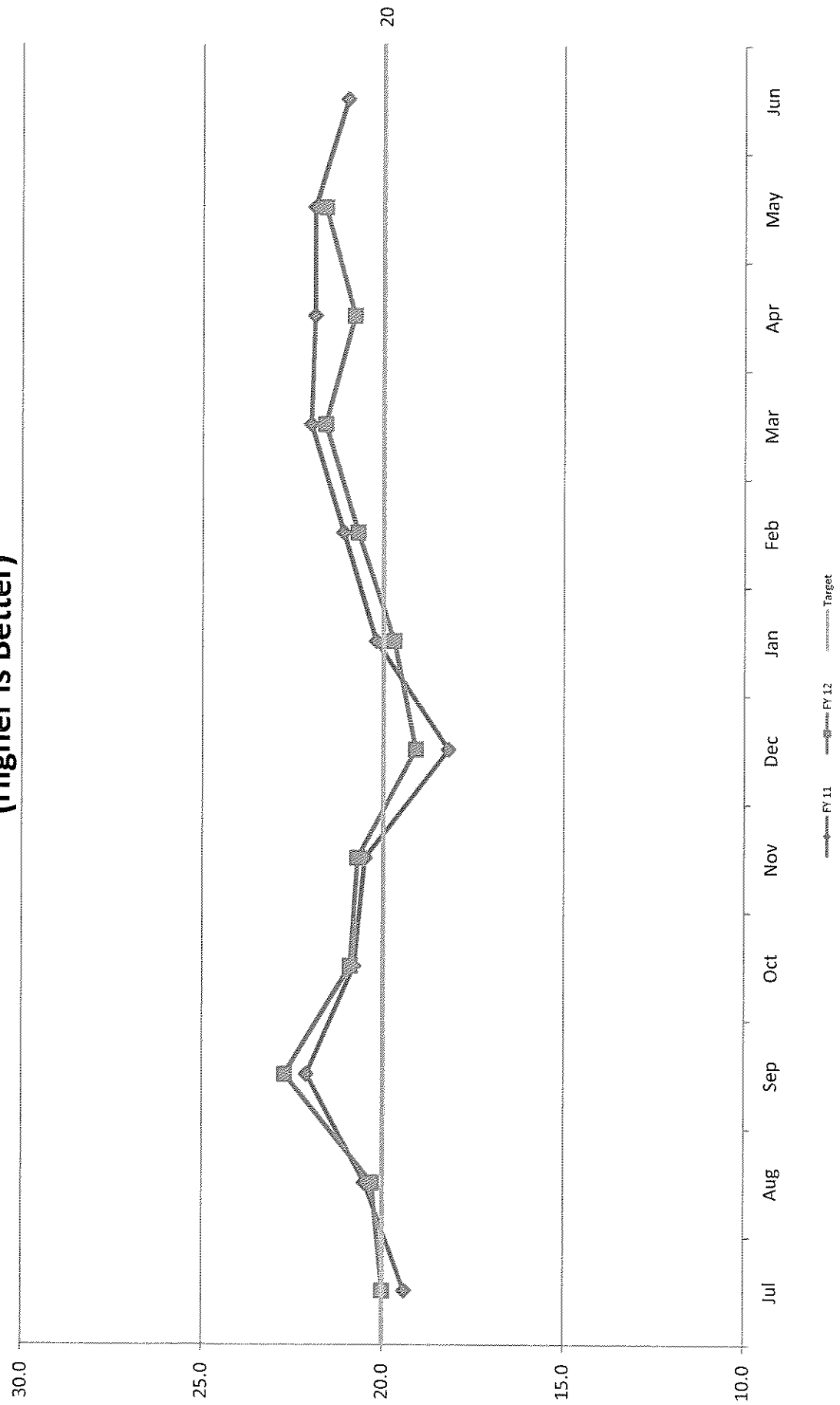
Attachment G: Average Miles Between Service Interruptions **(Higher is Better)**



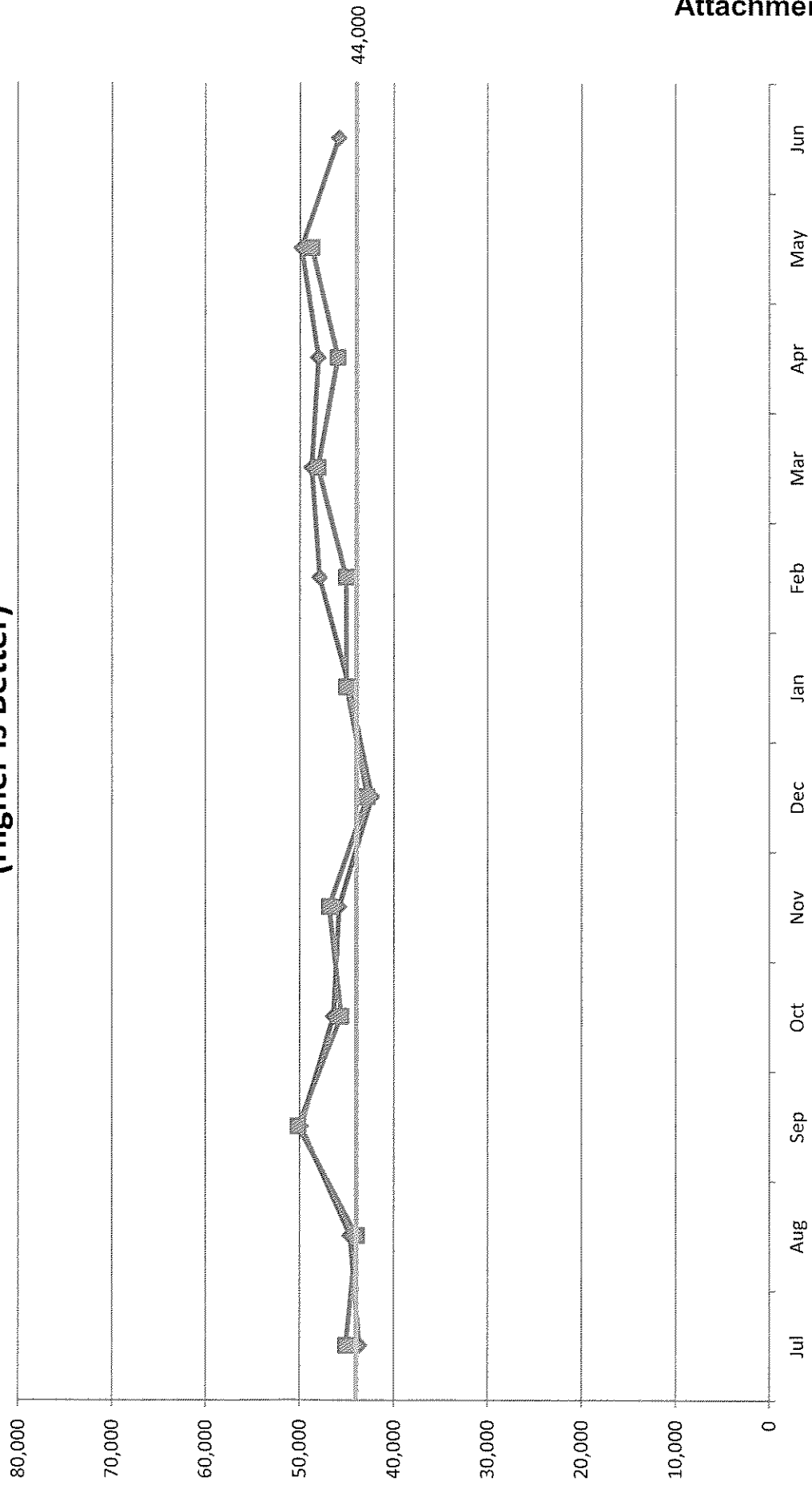
Attachment F: Average Hold Time (Lower is Better)



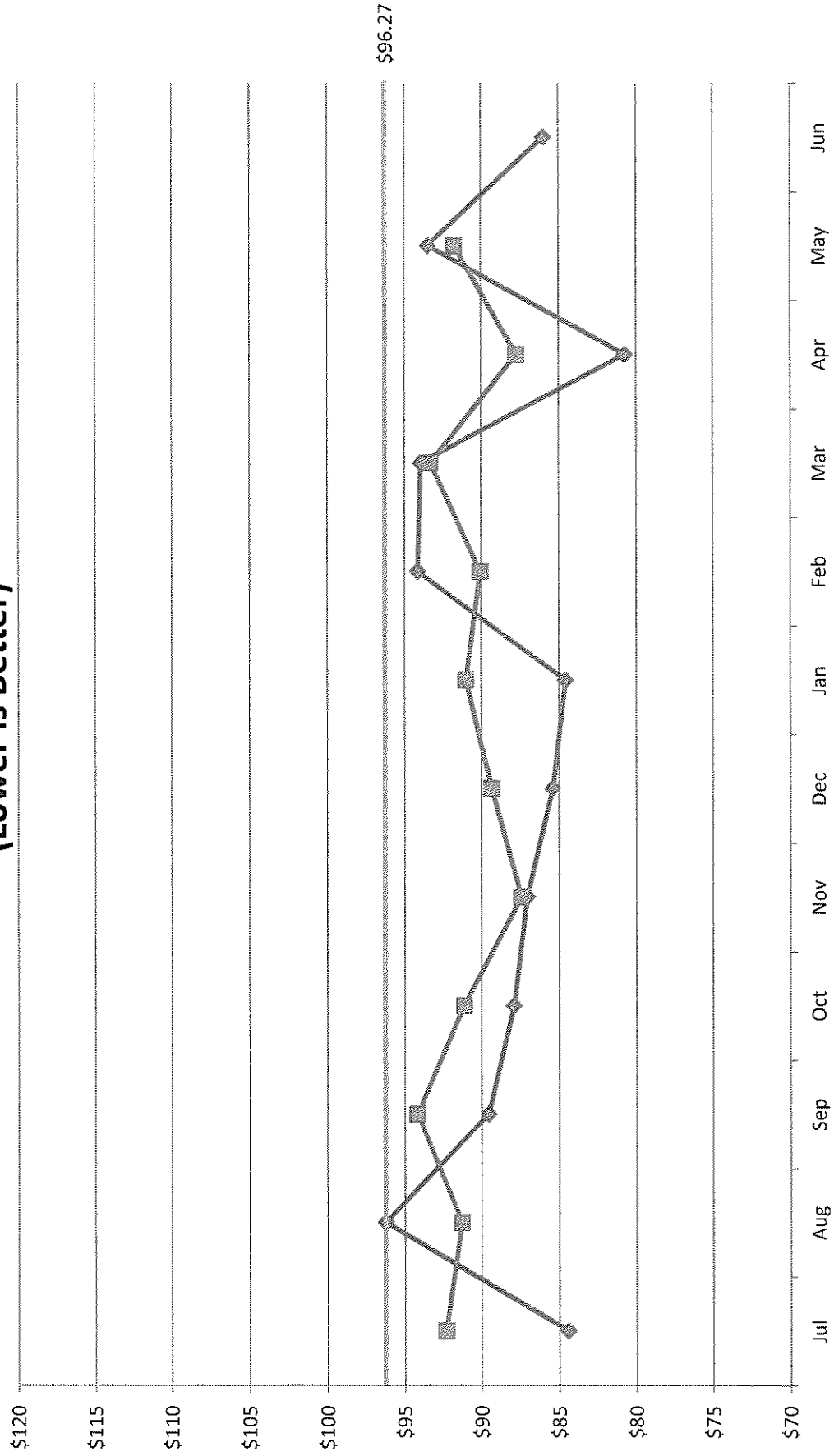
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



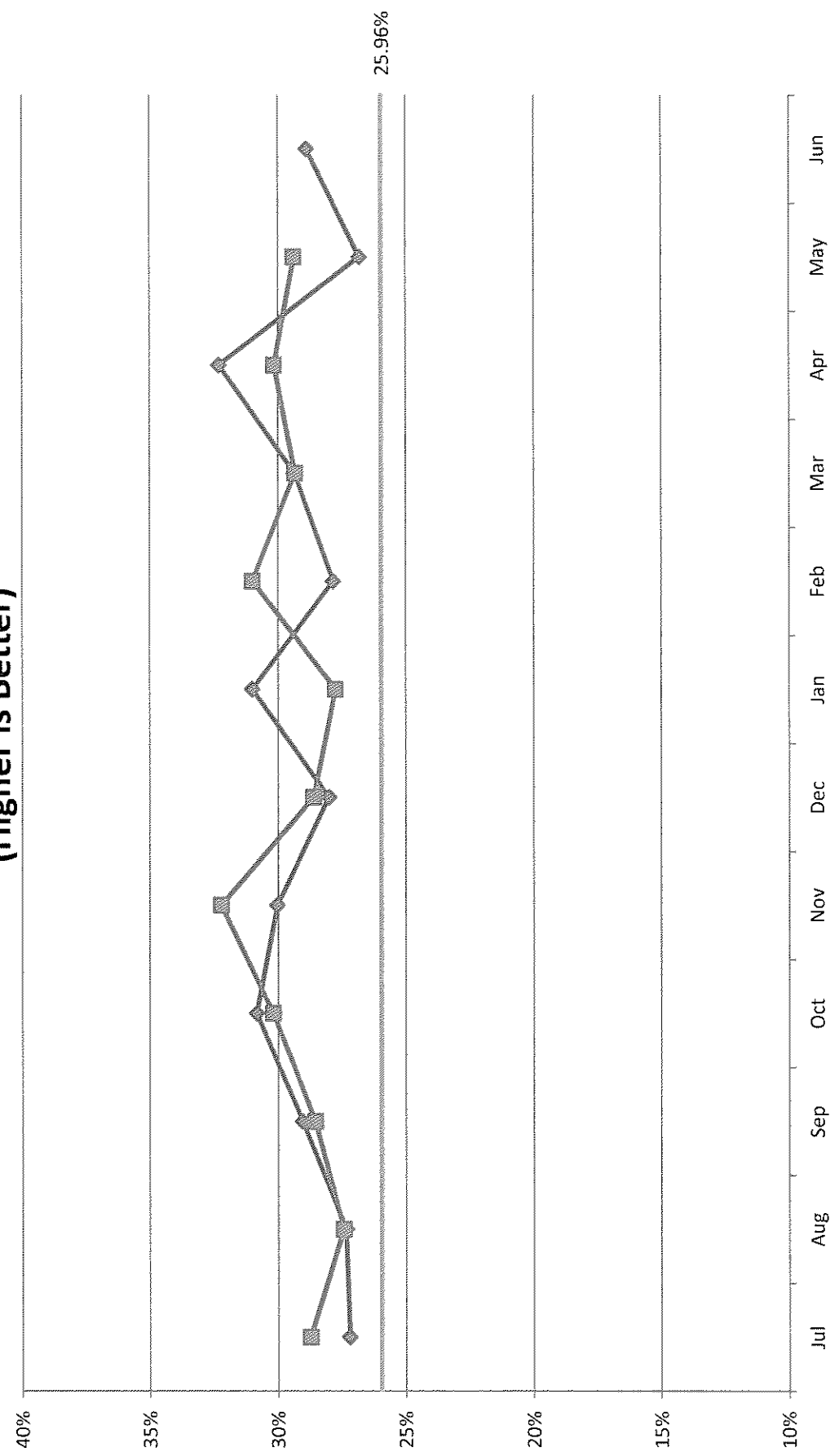
Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System
May-12

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Average Fare per Boarding	\$1.25	\$1.15	9.17%	\$1.25	\$1.31	X	\$1.24	6.05%
Average Cost per Boarding	\$4.25	\$4.27	0.39%	\$4.81	\$4.39	X	\$4.27	-2.73%
Average Subsidy per Boarding	\$3.00	\$3.12	3.90%	\$3.56	\$3.07	X	\$3.03	-1.37%
Total Vehicle Miles	1,117,519	1,093,683	2.18%	N/A	11,988,119	N/A	11,827,305	1.36%
Vehicle Service Miles	849,523	836,119	1.60%	N/A	9,138,813	N/A	9,112,474	0.29%
Total Vehicle Hours	67,434	66,265	1.76%	N/A	725,045	N/A	722,986	0.28%
In-Service Speed	14.8	12.6	17.23%	N/A	14.8	N/A	14.8	0.06%
Boardings per Vehicle Service Mile	1.46	1.48	-1.44%	N/A	1.40	N/A	1.40	-0.51%